

Horizon Health Services - Clinical Services Agreement

Welcome to Horizon:

In coming for treatment at Horizon, you have established an important partnership designed to help you meet your or your child/family member's recovery goals. This partnership involves you and your doctor/nurse practitioner, counselors, other professionals, family members and significant others, medical providers, and the individuals or agencies who referred you. Communication and cooperation among these parties, and your full participation, will be important to your recovery and treatment success, including your:

- **Attending all scheduled appointments** and giving at least one day's notice if you need to reschedule. Treatment is ineffective if it is fragmented and inconsistent.
- **Partnering** with your counselor **to establish treatment goals** and plans which are meaningful to you and your successful recovery.
- Understanding the importance of **confidentiality** in your counseling relationship, including protecting the confidentiality of other patients you have contact with.
- Recognizing and accepting that we may recommend **referrals** for additional clinical assessments and services. We will be clear regarding the need and purpose of these referrals.
- Understanding that **medication** may be a necessary part of treatment, and your agreement to take these medications as prescribed, consistent with your prescribers' instructions. We will answer your questions about these medications, and prescribe the minimum amount possible.
- External referral sources may require you to achieve and maintain abstinence from mood altering substances including alcohol. In the absence of an external mandate we will work with you to **reduce your risk from harm** from mood altering substances that you identify as impeding your stated treatment goals. Urinalysis and breathalyzer tests may be used to evaluate your progress towards stated goals and/or to determine a baseline for your Horizon prescriber.
- Understanding that your **family and significant others** can play an important role in your recovery. We strongly encourage that you identify a family member or significant other to participate in your treatment.
- Not attending treatment **under the influence** of alcohol and/or other drugs.
- Ensuring everyone's safety and effective care within Horizon facilities by:
 - Treating staff and other patients with **courtesy** and **respect**;
 - Not using **cell phones** or other electronic devices during sessions;
 - Not taking photos, videos or voice **recordings** at any time;
 - Not possessing **weapons** or **illegal substances**;
 - Not engaging in **illegal** or **destructive** behavior; and
 - Not **smoking, vaping** or possessing tobacco or related products.
- **If you experience a crisis, or have thoughts of harming yourself or others during non-program hours calling:**
 1. ***In Erie/Genesee County: Spectrum CARES (716) 882-4357.***
 2. ***In Niagara County: Niagara County Dept. of Mental Health Crisis Services (716) 285-3515.***
- **Call 911 immediately if you need assistance in life-threatening situations.**

We are committed to providing you the highest quality treatment and rehabilitative services within an environment that is comfortable, safe, respectful, and responsive to your unique needs and goals for recovery. Again, welcome to Horizon. We look forward to being your partner in recovery.

